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SEARCH REQUEST FORM

Scientific and Technical Information Center

Requester: _Carol Partin_   Examiner #: _78752_ Date: _10/30/03_
Art Unit: _3626_   Phone Number _305-0168_   Serial Number: _____
Mail Box and Bldg/Room Location: _PK5-7D20_ Results Format Preferred (circle): (**PAPER**) DISK E-MAIL

If more than one search is submitted, please prioritize searches in order of need.
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Please provide a detailed statement of the search topic, and describe as specifically as possible the subject matter to be searched. Include the elected species or structures, keywords, synonyms, acronyms, and registry numbers, and combine with the concept or utility of the invention. Define any terms that may have a special meaning. Give examples or relevant citations, authors, etc, if known. Please attach a copy of the cover sheet, pertinent claims, and abstract.

Title of Invention: _System & Method for Measuring & Managing Performance in an Information Technology Organization_

Inventors (please provide full names): _Suzanne M. Jordan;_
Patrick W. McMahon; David B. McNeil; Nora M. Panlilio-Yap

Earliest Priority Filing Date: _08/03/2000_

For Sequence Searches Only Please include all pertinent information (parent, child, divisional, or issued patent numbers) along with the appropriate serial number.

Looking for the following combinations in a system/method for identifying user (customer) goals and determining appropriate metrics determining appropriate measurements/metrics that measure how well customer behaviors correlate to customer goals:

① building a measurement model (work product) by building two draft measurement models (a first & 2nd draft measurement models)

② building the first draft measurement model by executing two prioritization processes (i.e. a first & second prioritization processes)

   a) first prioritization process - determining for each measure/metric the relationship between a behavior measured by the metric & the metric (i.e. correlation between the metric & the behavior)

   b) a second prioritization process: determining for each measure the relationship with each other measure (i.e. correlation among all the measures)

③ Building the 2nd draft measurement model by querying methods

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